

Public Employees' Retirement Fund

March 2007 Results - Version I

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Agency Mission:

"We are committed to serve, through exceptional customer service, employers, our members and their families, in achieving their retirement goals and financial security."

Statewide Initiatives:

Annual Savings and Efficiency Gains (\$000)
One-Time Savings and Efficiency Gains (\$000)
Competitive Sourcing Participation (\$000)

\$1,792
\$188
\$764

Agency Metrics:

Financial Performance

1 year actual return/1 year target return (%)
% of active managers exceeding benchmark

Result

Target

Comments

93%	100%	90% to 100%
76%	75%	50% to 74%

Customer Service

Benefits

Percentage of distributions processed in 30 days or less
Percentage of retirements without payment interruption

96%	90%	75% - 89%
100%	90%	75% - 89%

Customer Satisfaction

Customer Satisfaction Index

85.0%	90%	75% - 89%
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System Measures

% Automated Account Transactions
% of automated transactions

13.00%	50%	25% - 49%
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Fundamental Agency Change Initiatives

Service Credit
Clean Financial Opinion
Retirement Planning
Business Technology Enhancement
Human Resource Development

Administrative code changes take effect 1/1/07
SBOA issues clean financial opinion
200 Retirement workshops throughout Indiana
BMS implemented
Performance Management